ROU Brief - 3/12/97

For: AVP/RSM/RBM/ROM/KAM/AM/AE/MC/PC/PRC/SC

FSC-53-A

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ROU DETAIL

Darren as information

➡ ***Company Vehicles*** *(ROU Program Contact: Robin Blakely, extension #6047)*

- Effective immediately, Functions 70-Update License Plate Information and 80-Update Serial Number (VIN) under Update Vehicle Information are no longer available.
- This information is now provided monthly by PHH for automatic update of the Car Master System.
- If any discrepancies in the information occur, contact your Fleet Coordinator.

Sarah & Eileen

➡ ***Check Inquiries and Search*** *(Program Contact: Bill Lane, extension #3275)*
(Systems Coordinators and P&A's)

- Do not submit requests to Disbursements Operations for check reissues unless the checks in question are at least 30 days old. The department receives only a monthly file of presented checks from our bank.
  - Exceptions are lost, destroyed, stolen or damaged checks.

Sarah & Eileen

➡ ***Accounts Payable Systems Enhancement*** *(Program Contact: Bill Lane, extension #3275)*

- Enhancement to Function 260 A/P History for payment inquiry allows you to inquire by payee name or account number.
- To search by name, key in payee name in vendor field and key a "Y" in SIS indicator search field.
- To search by account number, enter account number in vendor name field.

Darren

➡ ***Obsolete Coupon Return - Address Change*** *(Program Contact: Bill Brown, extension #3324)*

- Effective immediately, all obsolete coupons should be returned to the address below. All other procedures remain the same.

R. J. Reynolds Tobacco Company
c/o GATX Logistics
916 Baltimore Road
Advance, NC 27006-7819
Attention: Katie Young

51859 0952

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➡ ***Wholesale Partners Program (January-June) Base Share of Market Determination***

(Program Contact: Julie Knabb, extension #7754)

- New Plan A and G Customers
  Base share objectives for new Plan A and G customers will be available the week of March 24, 1997. January - February 1997 weekly sales data will be used to create the base share numbers.

- Disqualification of New Accounts
  - Disqualification of Plan A and G customers will begin the last week in March for new accounts enrolled in the first half 1997 Wholesale Partners Program.
  - If a new account is unable to submit the weeks of data required to create base share numbers, the responsible Field Sales Manager will be contacted to determine if the account should be disqualified from the program.

➡ ***Alliance Sleeves*** *(Program Contact: Gwen Scott, extension #3340)*

- All SMS orders for Item # 471308, P/L Alliance 2-Pk Sleeve, have been CANCELLED to date. The sleeves ($.09 per sleeve), are to be used in conjunction with the Forsyth Customers Alliance Accrual program only, and are to be ordered utilizing Form 1160.

➡ ***PDI Availability*** *(Program Contact: David Cook, extension #6550*

- All Wave I PDI items are on active status and available for order.
  - Any orders for items that have not been received by the warehouse will be put on backorder and shipped when available.
- All CTS Presence items are available on an open order status (refer to FSC-28-A, 2/6/97, for available items).

➡ ***Retail Rep Messaging Limitations*** *(Program Contact: Chris Minner, extension #1642)*

- Sales Reps and Managers **DO NOT** have the capability via e-mail to respond back to a Retail Rep reply as per example below:.

  Example: Sales Rep sends message to Retail Rep.
  Retail Rep replies to the message via e-mail.
  Sales Rep CANNOT reply back via e-mail.
  Sales Rep must send a new message to Retail Rep.

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➡ ***Sales Rep Notebook Changes*** *(Program Contact: Chris Minner, extension #1642)*

- New view by option now available that displays list of accounts with "RJR Volume > Industry Volume". Volumes should be corrected in the 7101 folder.
- A new button added to the clusters folder called "Criteria" which allows user to view the criteria used to create the cluster. Notes can also be entered about the cluster.
- A new button added to the Edit Work Request Folder called "Mass Edit" which allows user to select a group of work requests and make mass changes.
- A new help topic called "HELP - Retain Keywords" added to explain in detail the type of information to be retained in e-mail for litigation reasons.
- Special Questions problem that did not display the column header "FREEFORM" correctly has been fixed.

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To: Noonan, R, Myers, Keith, Ridge, Robert, Burrows, Robert, Westenberger, R, Smith, Richard A., Jurgensen, Kurt T., Cote, Raymond A., Leonard, John M., Norris, Chuck H., Sheft, S N., Macleod, Stephen, Plourde, R N., Beard, R L., Steele, Robert R., Coslett, Job H., Page, Cynthia, Eckardt, Diane C., Salerno, Joseph S., Sheltra, Marlowe, Close, Scott P., Bain, Georgia A., Tisinger, Michael D., Haskin, Susan J., Huntoon, Lynne D., Howard, M S., Orlando, Joseph J., Laboda, R P., Neaf, D M., Morris, M E., Levenstein, Howard S., Davignon, Barry A., Thompson, Timothy J., Clary, Nancy A., Balmer, Robert W., Miller, D S., Whiting, James R., Patterson, David P., Davis, Robert J., CHICCARELLI, John J., Doak, Donna L., Smith, P E., Martin, Holly G., Pianowski, Robert J., Wallon, Laura J.
From: 1610 - Buffalo ROU (BRZEZIE)
Posted: 3/13/97 8:10
Opened: 3/14/97 13:28
Subject: FWRD: FSC-53-A ROU Brief

FORWARDING THE FOLLOWING....

========== <Forwarded Letter> ==========
From: Davis, Carla C.
To: 1610
Subject: FSC-53-A ROU Brief
Posted: 03/12/97 21:16
Priority: Normal

[[FSC53A.DOC ; 4124 in FSC53A.DOC]]

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